GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3487
ANSWERED ON:22.12.2004
INTERNET SERVICES PROVIDERS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India (TRAI) have conducted nation-wise survey on the quality of Internet Services Providers (ISPs) in the country;

(b) if so, the outcome thereof;

(c) whether according to the survey, ISPs like SIFY, Dishnet, HCL and VSNL are not meeting the required quality benchmarks;and

(d) if so, the action the Government proposes to take against these companies?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) As per Telecom Regulatory Authority of India (TRAI) Act, 1997, as amended by TRAI (Amendment) Act, 2000, TRAI is mandated to lay down standard of Quality of service to be provided by the service providers. TRAI has also to ensure quality of service and conduct periodical survey of such service provided by the service providers so as to protect interest of consumers of telecommunications service. Accordingly an online survey was conducted by TRAI to find out the customers` perception of the quality of Internet service rendered during the period May 2003 to June, 2003. The relevant summary of the findings is given in the Annexure.

(c) Based on the response of the online survey, which was subjective in nature, the analysis of report by TRAI indicated that the services offered by Internet Service Providers (ISPs) like SIFY, Dishnet, HCL and VSNL in customers` perception were not satisfactory.

(d) The online survey which was conducted by TRAI a year and half back, was limited to a subjective assessment. As per the performance monitoring reports of recent quarters ending June and September 2004 prepared by TARI, the performance of the most of the top 20 ISPs is now within benchmarks laid in the TRAIs regulation of quality of service of Dial-up and Lease Line Internet Access service, 2001.

ANNEXURE

Summary of findings

1. Whether ISP customers are able to start Internet within 6 hours after getting connection from ISP?

ISP NAME	% of USERS THAT ARE NOT ABLE TO BE CONNECTED EVEN AFTER 6 HRS
VSNL	18
SATYAM/SIFY	3.05
DISHNET	9.1
BSNL/DOT	37
MANTRAONLINE	2.63
MTNL	9.75
OTHERS	20.51

2. Are customers able to get connected to ISP node within 4 attempts?

ISP NAME	% User needing > 4 attempts
VSNL	14.68

SATYAM/SIFY	3.52
DISHNET	0.604
BSNL/DOT	21.23
MANTRAONLINE	10.52
MTNL	24.39
OTHERS	36.07

3. How many times customers are facing no reply condition when dial up connection is attempted in a month?

ISP NAME	% that met no reply > 4 time last month
VSNL	49.03
SATYAM/SIFY	8.21
DISHNET	20.14
BSNL/DOT	49.03
MANTRAONLINE	23.68
MTNL	42.68
OTHERS	19.31

4. Public has an easy Internet access through cyber cafe`s/information kiosks 62.45% of the respondents believe that cyber cafes are easier and better means of Internet Access.

5. The frequency of disconnection in the service provided by various ISPs.

ISP	1	2	3	4	>4 times
VSNL	10.71	11.81	13.46	5.22	51.24
SATYAM/SIFY	50	16.20	5.40	1.64	11.73
DISHNET	29.45	17.44	11.26	5.78	24.37
BSNL/DOT	8.88	13.90	10.42	5.79	52.89
MANTRAONLINE	41.67	19.44	8.33	0	21.31
MTNL	13.41	9.76	10.98	4.88	51.21
OTHERS	18.77	13.05	7.32	4.93	33.52

6. Are the ISPs satisfying the expectation of a minimum speed of 28.8 Kbps.

ISP NAME	% of USERS THAT ARE NOT ABLE TO GET MININIMUM SPEED OF 28.2 KBPS
VSNL	65.37
SATYAM/SIFY	16.4
DISHNET	46.17
BSNL/DOT	71.4
MANTRAONLINE	31.57
MTNL	73.13
OTHERS	51.1

7. Variation in the night and day time performance of the service provided by various ISPs. Most of the users claim to have faster night time access than the daytime.

8. Break up of user satisfaction for each ISP.

ISP NAME	UNSATISFIED CUSTOMERS
VSNL	34.06
SATYAM/SIFY	5.86
DISHNET	10.51
BSNL/DOT	50.19
MANTRAONLINE	28.94
MTNL	42.68
OTHERS	20.73